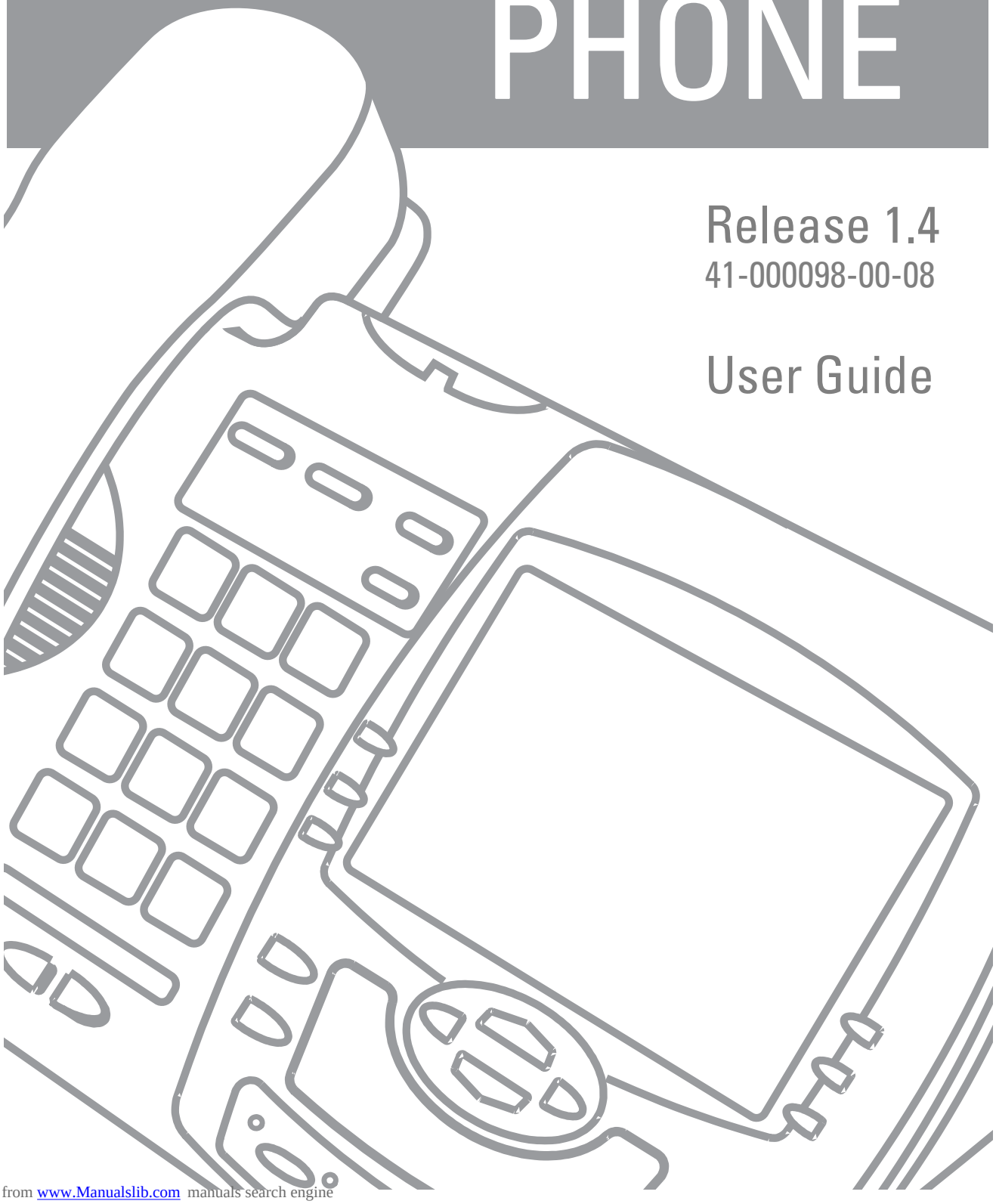
MODEL 480i SIP IP PHONE

Release 1.4

41-000098-00-08

User Guide



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About this Guide

This guide explains how to use the basic features of your new 480i phone. Not all features listed are available by default. Contact your system or network administrator to find out which features and services are available to you on your system. Your system administrator has the ability to customize some features on this phone. For information on more advanced settings and configurations, administrators should refer to the *Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide*.

Documentation

- ***Aastra 480i Installation Guide*** – installation and set-up instructions, general features and functions, and basic options list customization. Included with the telephone.
- ***Aastra SIP 480i IP Phone User Guide*** – explains the most commonly used features and functions for an end user.
- ***Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide*** – explains how to set the 480i phone up on the network and contains advanced configuration instructions for the 480i. This guide has instructions that are at a user level.

Introduction

This 480i IP telephone provides communications over an IP Network using the SIP IP telephony protocol. The 480i has all the features of a regular business set and more, allowing you to make and receive calls, transfer, conference and more.

Phone Features

- A 3.5" x 2.25" backlit display.
- 6 multi-functional softkeys - as default or customized settings
- 4 line/call appearance buttons with corresponding lights.
- Up to 5 additional line/call appearances as softkeys.
- Enhanced busy lamp fields.
- Full-duplex speakerphone for handsfree.
- Built-in-two-port, 10/100 Ethernet switch which lets you share a connection with your computer.
- Inline power support, which eliminates power adapters.

General Requirements

- A SIP-based IP PBX system or network installed and running with a number created for the new 480i IP phone.
- Adherence to SIP standard RFC 3261.
- Access to a configuration server where you can store the firmware image and configuration files.
  The configuration server must be able to accept connections anonymously (if TFTP is used).

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- The IP phone must be configured for a specific type of protocol to use. (TFTP is enabled by default). You can configure the following protocols on the IP phone:
  - TFTP (Trivial File Transfer Protocol)
  - FTP (File Transfer Protocol)
  - HTTP (Hypertext Transfer Protocol)
- A 802.3 Ethernet/Fast Ethernet LAN
- Category 5/5e straight through cabling
- Power over Ethernet (PoE) power supply (optional accessory – necessary only if no inline power is provided on the network).

Installation and Setup

If your system administrator has not already setup your 480i phone, please refer to the *Aastra 480i Installation Guide* for basic installation and physical setup of the 480i. For more advanced administration and configuration information, system and network administrators should refer to the *Aastra SIP 480i/480i CT/ 9112i/9133i IP Phone Administration Guide.*

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Getting Started

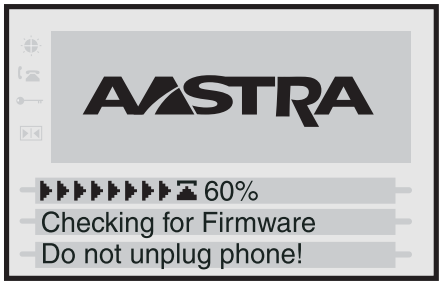
When You First Plug in Your Phone

The 480i automatically begins the startup sequence as soon as it is connected. The phone goes through this process the first time you plug in your phone and every time you restart your phone. The first screen to display is the Aastra splash screen.

Updating Your Phone

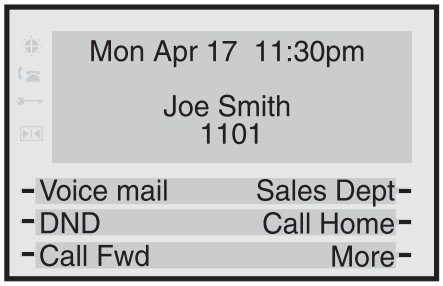
After displaying the Aastra splash screen, the 480i checks settings and checks for new configuration and firmware updates on the configuration server. If a new update is found, the phone displays the update it is installing (either "**Updating Config**" or "**New Firmware**"). This may take a few moments while the configuration server downloads the latest updates. Your system or network administrator manages the updates for the IP phones on the configuration server.

Important! Do not unplug or remove power from the phone while it is checking and installing firmware.



Startup Screens

After the phone displays the Aastra splash screen, or after downloading an update (if an update was available), the phone displays the Idle State screen.



Note: The Idle State screen on your phone may not look exactly as the figure above. The softkeys and configuration shown are an example of what could be set up on your phone by your system administrator.

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Network Disconnected

The "**Network Disconnected**" prompt appears on the display and the telephone status light turns on when the phone is not properly connected to the network. The phone also displays the default time and date of **12:00am Jan 1st, 2005** or the equivalent. Check that the cables are tightly connected to the phone and to the wall jack. The phone should automatically detect when it is reconnected and will display the "**Network Connected**" prompt for a few seconds. However, if changes have been made to your phone's network settings, you may need to restart your phone.

For more information about connecting your phone, see the *Aastra 480i Installation Guide*, the section, "**Connecting to the Network and to Power**".

Check with your system or network administrator for assistance.

Note: f the phone displays "No Service" you can still use the phone but it is not registered with the Registrar. For more information about registering your phone, see your system administrator.

Restarting Your Phone

You may want to restart your phone to check for updates from the configuation server. You may also need to restart your phone if you have been asked to do so by your network or system administrator, or if you are having problems with your phone.

Note: Your phone will be temporarily out of service during the restart and downloading process.

Important! Do not unplug or remove power to the phone while it is checking or installing firmware.

You can restart your phone using the IP phone UI or the Aastra Web UI.:

IP Phone UI

1. Press ◢ on the phone to enter the Options List.
2. Select **Phone Status**.
3. Select **Restart Phone**.
4. Press **Restart** to restart the phone.

Note: To cancel without restarting the phone, press **Cancel.**:

Aastra Web UI

1. Click on **Operation->Reset**.

2. Click Restart.
3. Click **OK** at the confirmation prompt.

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Customizing Your Phone

Setting Your Options

Pressing the ⌂ key gives you a list of configuration options. You can also change these options in your phone through the Aastra Web UI. Refer to the *Aastra 480i Installation Guide* for information on less advanced configuration options.

Note: Some options should only be set up or changed by a network or system administrator. Please contact your system or network administrator before adjusting any administrator level options. For more information on these options, administrators should refer to the *Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide*.

Aastra Web UI

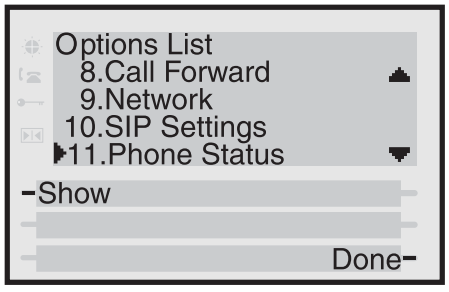
You can access specific configuration options on the 480i phone using the Aastra Web UI.

In order to access the Aastra Web UI, you will need to know the IP address of your phone.

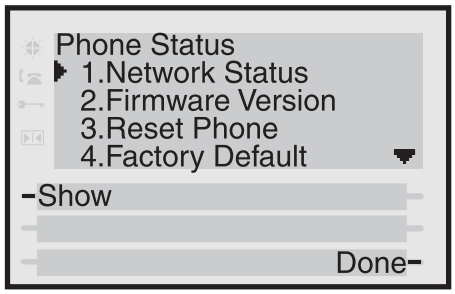
Finding Your Phone's IP Address

IP Phone UI

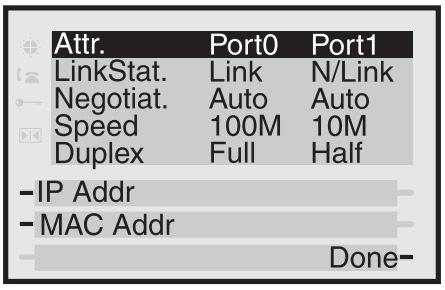
1. Press ⌂ to enter the Options List.
2. Use ▼ to scroll down the list of options to Phone Status and press the Show softkey.



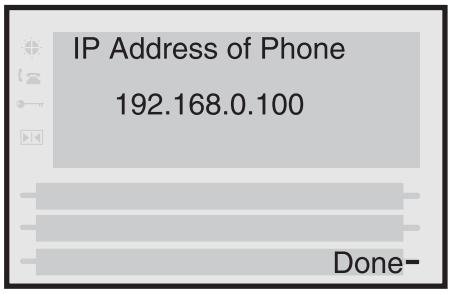
3. Use ▼ to scroll to Network Status and press the Show softkey.



4. Press the IP Addr softkey.



5. You will now see your phone's IP Address.



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Aastra Web UI

1. Open your web browser and enter the phone's IP address or host name into the address field.
2. At the prompt, enter your username and password and click OK.

Note: For a user, the default user name is "**user**" and the password field is left blank.

The Network Status window displays for the IP phone you are accessing.

3. You can logout of the Aastra Web UI at any time by clicking **LOGOFF**.

The following categories display in the side menu of the Aastra Web UI: **Status, Operation, Basic Settings**.

Status

The **Status** section displays the network status and the MAC address of the IP phone. It also displays hardware and firmware information about the IP phone. The information in the Network Status window is read-only.

Operation

The **Operation** section provides the following options:

- **User Password** - Allows you to change user password
- **Softkeys and XML** - Allows you to set up to 20 softkeys for a specific function (none, line, do not disturb (DND), speeddial, busy lamp field (BLF), BLF list, XML, flash, park, pickup, or empty.
- **Directory** - Allows you to copy the Callers List and Directory List from your IP phone to your PC.
- **Reset** - Allows you to restart the IP phone when required.

Basic Settings

The **Basic Settings** section provides the following options:

- **Preferences** - Allows you to set park/pickup call settings, enable/disable call waiting tone and stuttered dial tone, suppress DTMF playback, set incoming intercom call settings, and set ring tones.
- **Call Forward** - Allows you to set a phone number destination for where you want calls forwarded. You can configure call forward on a global or per-line basis.

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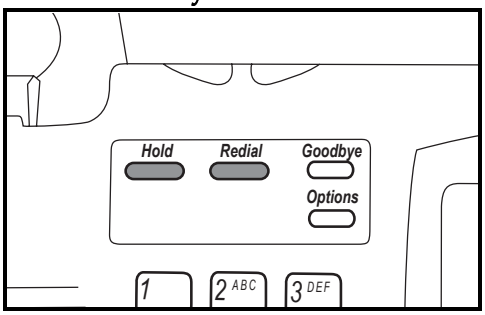
Using the 480i Phone

Hard keys

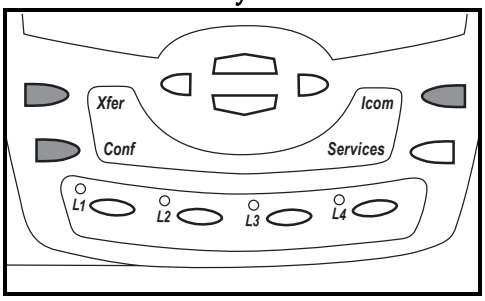
There are Hard keys on your phone, such as Hold [Hold], Redial [Redial], Xfer ▷, Icom ◁ and Conf ▷ that are configured for the call handling features. These keys are static and cannot be reprogrammed or changed. They are located in two different areas on the phone.

Note: Your system administrator can configure outgoing Intercom calls using the Icom button. The Redial and Conf keys can also be set as speeddial keys. Contact your system administrator for more information.

Hold/Redial Key Location

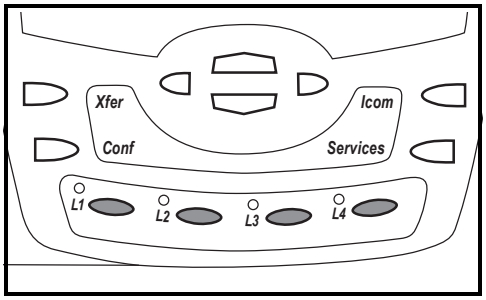


Xfer/Icom/Conf Key Location



Multiple Line and Call Appearances

The 480i has 4 hard line/call appearance buttons each with a corresponding status light. Additional line/call appearances may also have been set up on your phone as softkeys. To learn more about this, please see "Softkeys as Line/Call Appearances" on page 10.



These line/call appearance buttons and lights can represent physical lines or calls for your extension. By pressing a line/call appearance button, you connect to the line or a call it represents. The line/call appearance light indicates the status of that line or call.

When the phone is taken off-hook, the phone will automatically select a line for you.

Line/Call Appearance Behaviour	Line/Call Appearance Status
Off	Idle line or no call activity
Light flashes quickly	Ringing
Light flashes slowly	Hold

When you have more than one call, you can use the left and right navigation buttons (◀ and ▶) to scroll left and right to the different call information. Icons ◀ and ▶ will appear if there is call information either left, right or both sides of the current information you are viewing.

The display will show what line the call information is referring to (`L1`, `L2`, `L3`, etc.), the Caller ID information (name and number, if available), the call status (`Connected`, `Ring`, `Hold` etc.) and the timer specific to that call.

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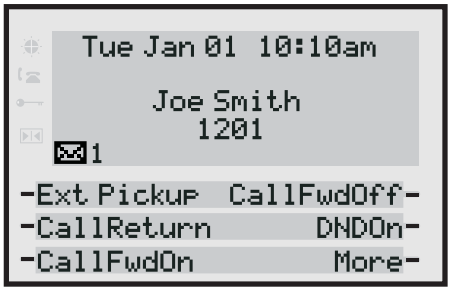
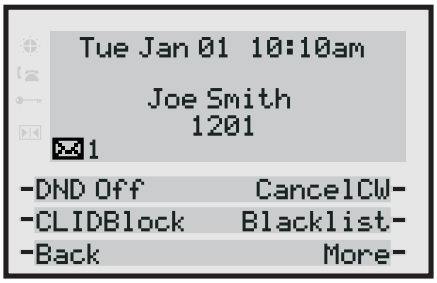
Idle State

The Idle State menu appears when your phone is not in use. Your system administrator can set these softkeys using the configuration files or the administrative options in the Aastra Web UI. For more information on idle state softkey configuration, contact your system administrator.

The following image is of the Idle State screen with some example softkeys:



If more than 6 softkeys have been set up for you, `More` and `Back` softkeys will be created as required. Pressing the `More` softkey accesses more Idle State softkeys on the next screen while pressing the `Back` softkey accesses the softkeys on the previous screen.



The envelope icon ✉ displays on the Idle State screen only if you have new messages waiting. The number next to the envelope indicates how many new messages you have. To access your voicemail messages, use the star codes for your system if a voicemail softkey has not been configured on your phone.

For more information on your system's star codes, please refer to the documentation for the system you are using.

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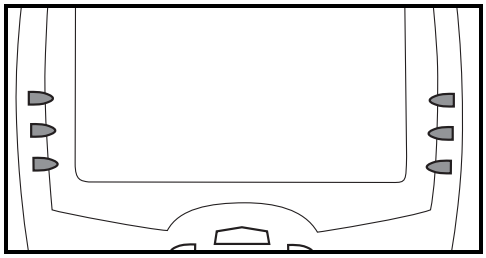
Softkeys

Your 480i has 6 softkey access buttons, 3 on either side of the phone's display. The softkey menus will change depending on the phone's state, displaying relevant softkeys only.



Customized Softkeys

The 480i can have its softkeys configured for any of the following:

- line/call appearances
- speeddials
- do not disturb (DND)
- Busy Lamp Field (BLF)
- BLF List
- XML
- Flash
- Park
- Pickup
- Empty

You can set the softkeys on your phone to function using any of the features listed above. You can also set the softkey to display a specific state on the IP phone UI. You must use the Aastra Web UI to set the softkey. This section describes each of these softkey functions.

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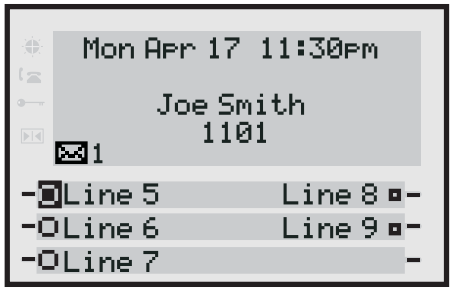
Softkeys as Line/Call Appearances

You can customize the softkeys on your 480i phone to function as line/call appearance softkeys. These line/call appearance softkeys function in a similar manner to the 4 line/call appearance hard keys and lights on your phone. For details on the line/call appearance hard keys and lights, please refer to the section "Multiple Line and Call Appearances" on page 7 of this manual.

Lines/call appearance softkeys appear on the phone's display as shown in the following image.



Icons next to the softkeys within the phone's display indicate the status for that line or call and have equivalent status to the line/call appearance lights of the hard keys on the phone. The following table provides a description for each icon.

Softkey Line/Call Appearance Lights

Activity	Light	Icon	Definition
Idle	Solid		There is no call activity for the line/call appearance softkey.
Connected	Solid		A call is connected to your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a solid green light.
Ringing	Flashing		A call is ringing at your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a fast flashing green light.
On Hold	Flashing		A call is on hold on your phone on this line/call appearance softkey. The equivalent on a line/call appearance hard key is a slow flashing green light.

Depending on how the phone has been configured, the maximum number of total line/call

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appearances that can be set up is 8 or 9 (4 line/call appearance as hard keys and 4 or 5 as softkeys). If all line/call appearances have been set up for the same number, a total of 9 lines can be configured. If all line/call appearances have been set up between two different numbers, a total of 8 lines can be configured. This means that when all line/call appearances are in use, 1 call is connected while the rest are on hold. No further outgoing or incoming calls can be made until one of the line/call appearances becomes available.

In active states, such as ringing, conference, connected, etc., all softkeys disappear except softkeys that have been set up as line/call appearances, and any context dependent softkeys required for the active state, such as the Drop softkey in the connected state. Typically, context dependent softkeys appear in the top left position and all line/call appearance softkeys appear in the remaining positions.

Note: In some situations, such as during a conference call, the line/call appearance softkeys may overwrite some of the context dependent soft keys. In this case, instead of the Previous and Next softkeys, up or down icons, ▲ or ▼, will appear on the display. By using the ◠ and ◡ navigation keys, you can access the same functionality as the Previous and Next softkeys.

Softkeys as Customized Speeddials

You can set custom softkeys as speeddials on the 480i phone. Speeddial softkeys can dial a star code for a feature on the system or a phone number or a set of digits. A customized label displays inside the phone's display for each softkey. If you press a custom softkey, the phone goes off-hook and dials the star code or the number set up for this softkey.

Softkeys as Customized "Do not Disturb"

You can set a softkey to perform a"Do not Disturb" (DND) function.

If DND is set on a softkey, the key switches DND ON and OFF. If the phone shares a line with other phones, only the phone that has DND configured is affected.

The second line on the screen of the IP phone shows when DND is configured. When a call comes in on the line, the caller hears a busy signal or recorded message, depending on the server configuration.

Softkeys as Customized Busy Lamp Field (BLF)

You can set a softkey to Busy Lamp Field (BLF).

The BLF feature on the IP phones allows a specific extension to be monitored for state changes. BLF monitors the status (busy or idle) of extensions on the IP phone.

Note: The BLF setting is applicable to the Asterisk server only.

Example

A Supervisor configures BLFs on his phone for monitoring the status of a worker's phone use (busy or idle). When the worker picks up his phone to make a call, a busy

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indicator on the Supervisor's phone shows that the worker's phone is in use and busy.

On the 480i, the busy and idle indicators show on the IP phone screen display next to the softkey programmed for BLF functionality. When the monitored user is idle, an icon with the handset on-hook shows next to the BLF softkey. When the monitored user is on an active call, a small telephone icon is shown with the handset off-hook.

Note: You can also use the BLF configured softkey to dial out. Contact your system administrator for more information about this feature.

Softkeys as Customized BLF List

(For use with the BroadSoft Broadworks Rel 13 or higher platform only)

Your can set a softkey to BLF list.

The BLF list feature on the IP phones is specifically designed to support the BroadSoft Broadworks Rel 13 Busy Lamp Field feature. This feature allows the IP phone to subscribe to a list of monitored users defined through the BroadWorks web portal.

In addition to monitoring the idle and busy state, the BLF list feature also supports the ringing state. When the monitored user is idle, there is a small telephone icon shown with the handset on-hook. When the monitored user is in ringing state, there is a small bell icon shown. When the monitored user is on an active call then a small telephone icon is shown with the handset off-hook.

Note: The Broadworks BLF feature is not the same as the Broadworks Shared Call Appearance (SCA) feature and does not permit call control over the monitored extension.

If you set a softkey to use BLF/List, you must also enter a **BLF List URI** at **Operation->Softkeys and XML ->Services**. The BLF List URI is the name of the BLF list defined on the BroadSoft BroadWorks Busy Lamp field page for your particular user. For example, my480i-blf-list@as.broadworks.com. The value of the BLF\List URI parameter must match the list name configured. Otherwise, no values display on the 480i screen and the feature is disabled.

Note: You can also use the BLF/List configured softkey to dial out.

Example

A receptionist has a 480i CT running Broadsoft firmware that subscribes to a list of extensions from the BroadWorks Application Server. Each monitored extension in the list shows up individually on the 480i screen next to a softkey button. The softkey icons on the screen change depending on the state of the extensions.

Softkeys for Accessing XML Services

Extensible Markup Language (XML) is a markup language much like HTML. You system administrator can create customized XML menu services and load them to your IP phone. These services include things like weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

Users can access XML applications via the "**Services**" menu on the 480i or via a softkey set to use XML

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services. The phone performs an HTTP GET on the URI created by your system administrator.

You can set the following parameters for object requests:

- **xml application URI**
- **xml application title**

The xml application URI is the application you are loading into the IP phone. You must get this URI from your system administrator.

The xml application title is the name of the XML application that displays on the Services menu in the IP Phone UI (as option #4).

Softkeys as Customized Flash Key

You can set a softkey to generate a flash event when it is pressed on the 480i. You do this by setting the softkey to "**flash**". The IP phone generates flash events only when a call is connected and there is an active RTP stream (for example, when the call is not on hold).

Softkeys as Customized Park/ Pickup Keys

The IP phone has a park and pickup call feature that allows you to park a call and pickup a call when required. There are two ways a user can configure this feature:

- Using a static configuration
- Using a programmable configuration (configure softkeys)

Note: The IP phone accepts both methods of configuration. However, to avoid redundancy, Aastra Telecom recommends you configure either a static configuration or a programmable configuration.

The IP phones support the Park/ Pickup feature on the Asterisk, BroadWorks, Sylantro, and ININ PBX servers.

Reference

For more information about configuring park/pickup on the 480i phone, see "Park Calls/Pick Up Parked Calls" on page 23.

Softkeys as Customized Empty Key

You can set a softkey to force a blank entry on the IP phone display for a specific softkey. You do this by setting the softkey to "**empty**". The soft keys are added in order (from softkey1 to softkey20) after any hard-coded keys have been added. If a particular soft key is not defined, it is ignored.

State-Based Softkeys

You can configure a specific state to display when a softkey is being used. Available states you can configure for each softkey include:

- **idle** - The phone is not being used.
- **connected** - The line currently being displayed is in an active call (or the call is on hold)
- **incoming** - The phone is ringing.
- **outgoing** - The user is dialing a number, or the far-end is ringing.

By default, the softkeys display in the states of idle, connected, incoming, and outgoing. All states are enabled.

In the Aastra Web UI, the operational states for each softkey display enabled. To disable a state, you uncheck the box for that operational state.

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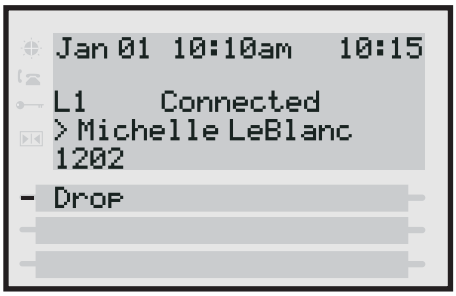
The IP phone idle screen condenses the softkeys. For example, if you set softkey 12 as the following:

Type: speedial
Label: Voicemail
Value *89
State: outgoing

then softkey 12 appears in position 1 if no other softkeys are set. A softkey type of "empty" does not display on the idle screen at all.

Connected State

The connected state screen will appear when you are talking to someone on the phone. Connected state functions are available as softkeys on the connected state screen, as well as hard keys on the phone. These softkeys and hard keys allow you to handle calls, such as transferring, conferencing, and placing calls on hold.



If softkeys have been configured as line/call appearances and you are connected to a call, the line/call appearance softkeys will display beneath the Drop softkey. Pressing the Drop softkey will disconnect you from the call you are connected to.

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Making Calls

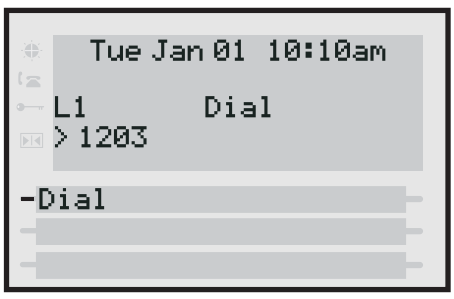
Depending upon how you have set the Live DialPad option in your phone, your phone will either dial the digits as soon as they are pressed or collect the digits on the screen before dialing. See the section "**Customizing your phone**" in the *Aastra 480i Installation Guide* for more information on how to configure the Live DialPad option.

Note: If you are unable to make calls within certain area codes, check with your system administrator for any toll restrictions placed on your extension that may restrict your access to long distance area codes or dialling prefixes.

You can make a call by either:

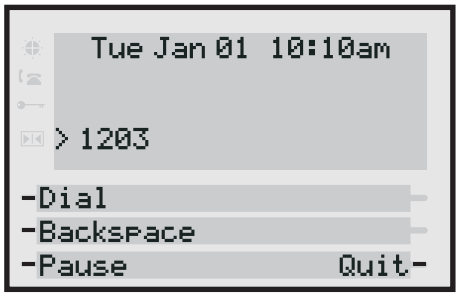
- Lifting the handset (the phone will automatically select the next open line/call appearance) and then entering the number.
- Pressing the /↺ button and then entering the number.
- Pressing a line/call appearance button and then entering the number.
- Or if you are pre-dialling the number, by entering the number and then pressing either the Dial softkey, the /↺ button or one of the four line/call appearance hard keys.

Dialing a Number Live



If the Live DialPad option is on, as soon as you press the first digit on the dial pad the phone will automatically select the next available line, go off-hook and dial as digits are pressed.

Pre-dialing a Number



You can also make a call by pre-dialling a number. Pre-dialling lets you view a number before you dial. Use the Backspace softkey to correct any errors.

Using Handsfree Speakerphone

The handsfree feature allows you to speak to someone without using the handset or headset. Your phone must be in either the speaker or speaker/headset audio mode. For more information on how to set this audio option in your phone, see the section "**Customizing Your Phone**" in the *Aastra 480i Installation Guide*.

- To dial using handsfree, first press and enter a number at the dial tone.
- To answer a call on the 480i phone using handsfree, press or the line/call appearance button.
- If in speaker audio mode, press to switch between handsfree and handset.
- If in speaker/headset audio mode, press to switch between handsfree and headset.
- When the handset is on hook, press to disconnect a handsfree call.

When handsfree is on, the speaker light turns on.

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Using a Headset

The 480i accepts headsets through the modular RJ22 jack on the back of the phone. Contact your telephone equipment retailer or distributor to purchase a compatible headset. Customers should read and observe all safety recommendations contained in headset operating guides when using any headset.

Advanced Volume Controls for the Headset Mic

On the 480i, there are 3 options for the headset microphone volume. To change this volume:

1. Press ⚙ to enter the Options List.
2. Use ▼ to scroll down the list of options to `Set Audio` and press the Show softkey.
3. Press the `Advanced` softkey.
4. Use ▼ to scroll down the list or press the `Change` softkey to go to the next selection.
5. Press the `Done` softkey to save changes and exit.
6. If you do not wish to save changes, press the `Cancel` softkey.

Note: By default, the volume for the headset microphone is set to medium.

To Make and Receive Calls Using a Headset

1. Ensure that you have selected a headset audio mode by accessing the Options list available from the phone. See the section "**Customizing Your Phone**" in the *Aastra 480i Installation Guide* for information on these settings.
2. Plug the headset into the jack.
3. Press the 🔈 /🎧 key to obtain a dial tone or to answer an incoming call. Depending on the audio mode selected from the Options list, a dial tone or an incoming call will be received on either the headset or the handsfree speakerphone.
4. Press ☎ end the call.

Intercom

On the 480i, the Icom key functions to access another extension on the system.

Using the Aastra Web UI, you can also enable (turn ON) or disable (turn OFF) the microphone or automatic answering (auto-answer) on the IP phone for incoming intercom calls. If auto-answer is enabled on the IP phone, the phone plays a tone to alert the user before answering the intercom call. If auto-answer is disabled, the phone rejects the incoming intercom call and sends a busy signal to the caller. By default, the microphone is OFF and auto-answer is ON.

Note: Your system administrator can configure outgoing Intercom calls using the Icom button. Contact your system administrator for more information.

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Using the Icom Key

IP Phone UI

To intercom another extension on the system:

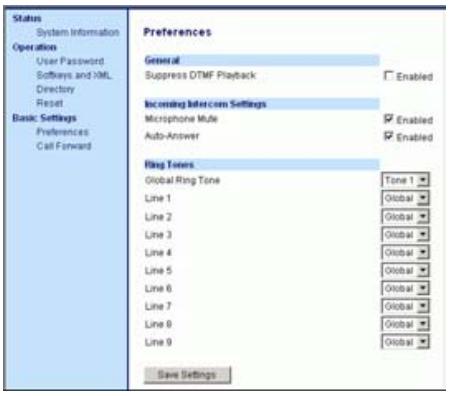
1. Press the Icom.
2. Enter the extension number of the person you wish to intercom or the BLF softkey for that extension.
3. After a beep tone, your phone will automatically connect with the remote extension and you can speak through its speaker.
4. To cancel intercom, press Goodbye or hang up.
5. When you are finished speaking, hang up the phone by placing the handset back on-hook or by pressing Goodbye or the line/call appearance button for the active call. When you hang up, the remote phone will also hang up.

Enabling/Disabling Microphone and Auto-Answer

Use the following procedure to enable/disable the microphone and/or auto-answer on the IP phone.

Aastra Web UI

1. Click on **Basic Settings->Preferences->Incoming Intercom Settings**.



   The "Microphone Mute" field is enabled by default (turned OFF).
   The "Auto-Answer" field is enabled by default (turned ON).
2. To disable the "Microphone Mute" field (turn ON), uncheck the check box.
3. To disable the "Auto-Answer" field (turn OFF), uncheck the check box.
4. Click Save Settings to save your changes.
5. Click on **Operation->Reset**.
6. In the "**Restart Phone**" field click Restart to restart the IP phone.

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Redial

Press the Redial button to automatically dial the most recently dialed number you were connected to that was dialed from the phone.

Note: Your system administrator can set your redial key to speedial a specific number. Contact your system administrator for more information.

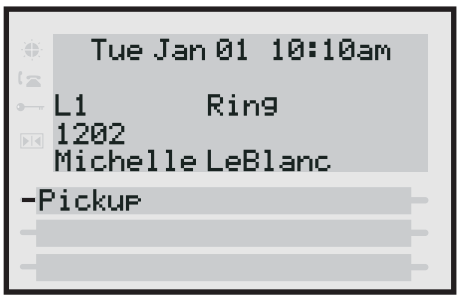
Mute

Press the button to mute handset, headset or handsfree. The speaker light will flash slowly and the text "Mute" will appear on the screen. You will still be able to hear the caller, but they will not hear you. To toggle mute on or off, press .

Note: If you place a muted call on hold, the phone automatically takes the call off mute when you reconnect to the call.

Receiving Calls

When a call is ringing at your extension, you will see the Inbound Call screen. The line/call appearance light will flash quickly for the incoming call.



Answering an Incoming Call

To answer the call:

- For handsfree operation, press the Pickup softkey or the line/call appearance button for the incoming call.
- Press the / button for handsfree or headset operation. The setting you have selected in the Options List for Audio Mode will determine whether the call goes to handsfree or headset operation. See the section "**Customizing Your Phone**" in the *Aastra 480i Installation Guide* for information on these settings.
- Lift the handset for handset operation.

When you answer the call, the screen will change to the Connected State menu. If you cannot answer the call, depending on the setting at the system, the caller will be re-directed accordingly, i.e. to your voicemail box if your extension has been configured for this.

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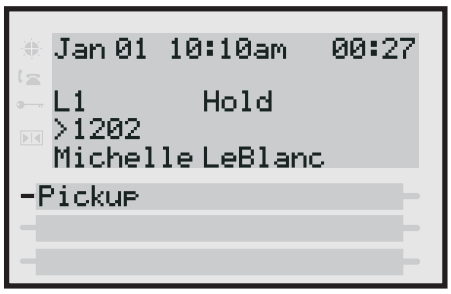
Handling Calls

When you are connected to a call, you can use the hard keys on the phone to transfer, conference or place a call on hold.

Placing a Call on Hold

When you place a call on hold, only your phone can retrieve the call. To place a call on hold:

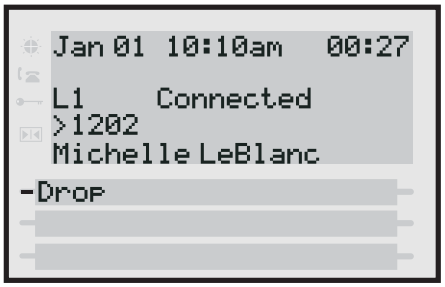
1. Connect to the call (if not already connected).
2. Press the Hold softkey.



The line/call appearance light will begin to flash slowly. The screen will display "Hold" with the line number the call is held at on your phone.

When on Hold

When you have been placed on hold, you cannot hear any voice from the caller. The line/call appearance light for the line you are on will remain solid to indicate that you are still connected.



Automatic Hold

When juggling multiple calls, you do not have to press the hold button to go from one call to the next. The phone will automatically put your current call on hold when you press a new line/call appearance button.

Retrieving a Held Call

If you have more than 1 call on hold, you can scroll through the held call information by pressing the ◀ and ▶ navigation keys. To reconnect to a call, press the line /call appearance button where this call is being held or press the Pickup softkey.

Transferring a Call

Blind Transfer

A blind transfer is when you transfer a call directly to another extension without consulting with the person receiving the call. To do this, simply complete the transfer before the receiving party answers the call.

Consultative Transfer

You also have the option to consult with the person you are transferring the call to before you complete the transfer. To do this, simply remain on the line until the receiving party answers the call. After consulting with the receiving party, you can either complete the transfer or go back to the original call.

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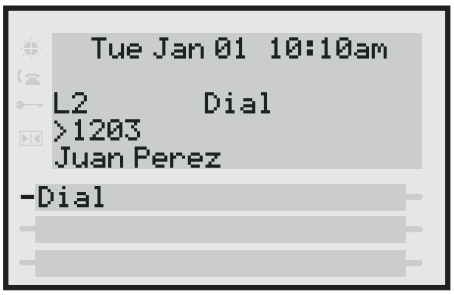
IP Phone UI

To transfer a call to another extension:

1. Connect to the call you wish to transfer (if not already connected).
2. Press the Xfer button.
3. Enter the extension number of the person you wish to transfer the call to.



4. If you do not wish to transfer the call, place the handset back on hook or press the button. To go back to the original call, press the line/call appearance button for the held call.
5. To complete the transfer, you can press the Xfer button again.

Conferencing Calls

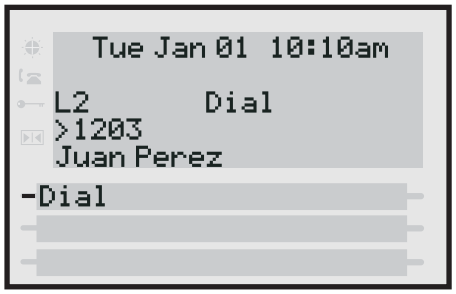
The 480i phone supports up to three parties (including yourself) in a conference call. This is also known as a 3 Way call.

Note: Your system administrator can set your conference key to speed-dial a specific number. Contact your system administrator for more information.

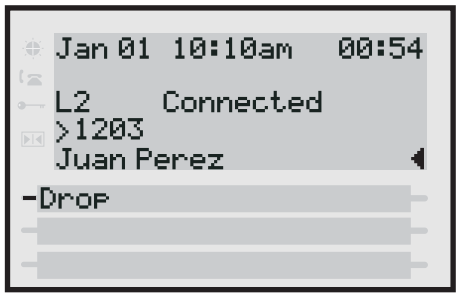
IP Phone UI

To create a conference call:

1. Connect to the first party you wish to include in the conference (if not already connected).
2. Press the Conf button.
3. Dial the number of the person you wish to add to the conference.



4. Wait for the new party to answer. You can consult with the new party first before adding them to the conference.



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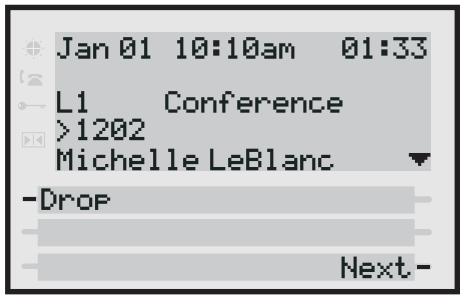
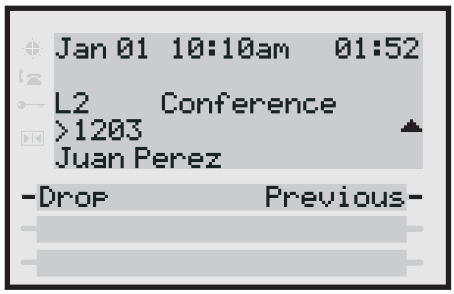
5. If you do not wish to add the new party to the conference, press the ☎ button while connected to this new call. This disconnects the new party, leaving the original call on hold. To go back to the original call, press the line/call appearance button for this call.
6. If you wish to add the new party to the conference, press the Conf button again.



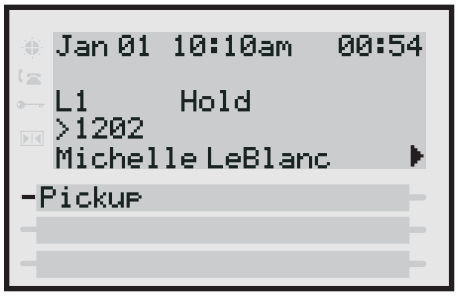
7. To drop a party from the conference, use the navigational keys to navigate to the desired party's call appearance screen or press the Next and Previous softkeys (if visible), and then press the Drop softkey.



Note: If you disconnect from the conference, the other two parties will also disconnect.

Picking up Calls

If you are juggling multiple calls, you can scroll through call information by pressing the ◀ and ▶ navigation keys. If you wish to connect to an incoming call or re-connect to a call you placed on hold, press the line/call appearance button for the call or press the Pickup softkey.



If the phone is already connected to a call, pressing the line/call appearance button for the new incoming call will automatically place the connected call on hold and answer the new call.

Ending Calls

To end a call, you first need to connect to the call, if not already connected, and press the ☎ button or the Drop softkey. If connected through the handset, you can also place the handset back on hook to end the call.

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Call Forwarding

The call forwarding feature on the IP phone allows incoming calls to be forwarded to another destination. The phone sends the SIP message to the SIP proxy, which then forwards the call to the assigned destination.

Call forwarding is disabled by default. You can enable call forwarding on a global or per-line basis. If you have configured call forwarding on an individual line, then the settings for this line are used; otherwise, the global call forward settings are used.

You can have up to 9 lines on the 480i configured for call forwarding.

The following are the call forward modes you can configure for call forwarding:

Call Forward-Mode	Description
Off	Disables call forward
All	Phone forwards all incoming calls immediately to the specified destination.
Busy	Phone forwards incoming calls if the line is already in use.
No Answer	Phone forwards the call if it is not answered in the specified number of rings
Busy No Answer	Phone forwards the call if either the line is already in use or the call is not answered in the specified number of rings.
Global	Phone uses the phone-wide call forward setting. This is only valid when setting the mode of individual lines.

Setting Call Forwarding

Use the following procedure to configure phone-wide call forwarding.

IP Phone UI

1. Press ▲ on the phone to enter the Options List.
2. Select **Call Forward**.
3. Enter the "**Call Forward**" number destination for which you want your incoming calls to be forwarded.

Note: If you leave the "Number" field blank, call forwarding is disabled.

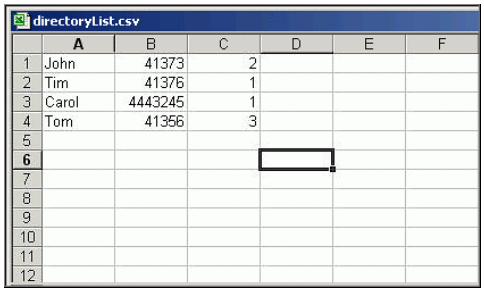
4. Enter the "**Call Mode**" that you want to set on your phone.
5. Enter the "**Number of Rings**" you want to set before the call is forwarded. Valid values are 1 to 9.

Note: "**Number of Rings**" field applys to **No Answer** and **Busy No Answer** modes only.

6. Press **Enter** to confirm the settings.

Aastra Web UI

1. Click on **Basic Settings->Call Forward**.



For Global Call Forward Settings:

2. In the "**Mode**" field, select the mode you want to set on your phone.

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Note: To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the "**Number" field**.

3. In the "**Number**" field, enter the call forward number for which you want your calls to be call forwarded.
4. In the "**Number of Rings**" field, enter the number of rings you want to set before the call is forwarded. Valid values are 1 to 9.
5. Click Save Settings to save the Call Forward settings. The changes are dynamic and are immediately applied to the phone.

For Per-Line Call Forward Settings (not applicable to the 9112i):

1. Select a line to set Call Forwarding on.
2. In the "**Mode**" field, select the mode you want to set on this line.

Note: To disable call forwarding in the Aastra Web UI, set the mode to **OFF** and remove the phone number in the "**Forward Number**" field.

Note: To force a line to use the global settings, set the "**Mode**" field to **Global**.

3. In the "**Forward Number**" field, enter the call forward number for which you want your calls on this line to be call forwarded.
4. In the "**Number of Rings**" field, select the number of rings on the line before the call is forwarded. Valid values are 1 to 9.
5. Click Save Settings to save the Call Forward settings. The changes are dynamic and are immediately applied to the phone.

Park Calls/Pick Up Parked Calls

The 480i phone has a park and pickup call feature that allows you to park a call and pickup a call when required. There are two ways you can configure this feature:

- Using a static configuration
- Using a programmable configuration (configure a softkey)

Note: The IP phones accept both methods of configuration. However, to avoid redundancy, Aastra Telecom recommends you configure either a static configuration or a programmable configuration.

The IP phones support the Park/Pickup feature on the Asterisk, BroadWorks, Sylantro, and ININ PBX servers.

The following paragraphs describe the park and pickup methods of configuration on the IP phones.

Park/Pickup Static Configuration

You can configure a static configuration for parking and picking up a call using the Aastra Web UI at **Basic Settings-> Preferences**. By entering the appropriate value in the "**Park Call**" and "**Pickup Parked Call**" fields, you tell the phone where to park a live call and where to pickup the parked call.

On the IP phone UI, the static configuration method displays the following:

- When a call comes in, and you pickup the handset, the default label of "**Park**" displays on the Phone UI.
- After pressing the "**Park**" softkey to park the call, the default label of "**Pickup**" displays on the phone UI.

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The values you enter in the Aastra Web UI for the Park/Pickup call feature are dependant on your type of server. The following table provides the values you enter for the "**Park Call**" and "**Pickup Parked Call**" fields in the Aastra Web UI.

Park/Pickup Call Server Configuration Values

Server	Park Values*	Pickup Values*
Aasterisk	700	700
Sylantro	*98	*99
BroadWorks	*68	*88
ININ PBX	callpark	pickup

***Leave "value" fields blank to disable the park and pickup feature.**

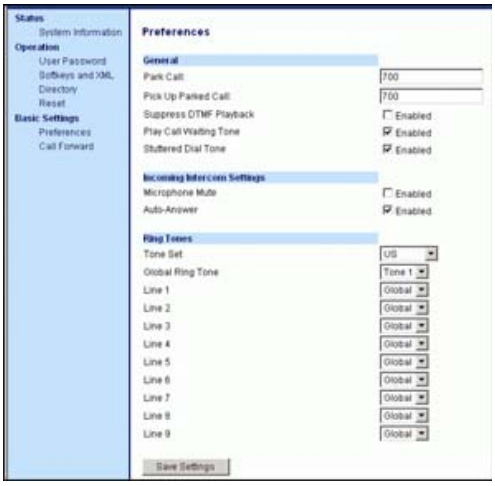
Configuring Park /Pickup using Static Configuration

Use the following procedure to configure the Park/Pickup call feature using the static configuration method.

Note: Aastra recommends you configure either the static or the programmable configuration, but not both.

Aastra Web UI

1. Click on **Basic Settings-> Preferences->General**.



2. Enter a server value in the **Park Call** field to which incoming live calls will be parked.

Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 24.

3. Enter a server value in the "**Pickup Parked Call**" field.

Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 24.

4. Click Save Settings to save your changes.
5. Click on **Operation->Reset**.
6. In the "**Restart Phone**" field click Restart to restart the IP phone.

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Park/Pickup Programmable Configuration

The programmable method of configuration creates park and pickup softkeys or programmable keys that you can configure on the IP phones.

For the 480i, you can set a softkey as "Park" or "Pickup" and then:

- specify a customized label to display on the Phone UI
- specify a value
- specify which line to use
- ·specify the state of the park and/or pickup keys

On 480i

On the IP phone UI, the Park/ Pickup feature displays the following:

- When a call comes in, and you pickup the handset, the custom label that you configured for the Park softkey displays on the Phone UI.
- After the call is parked, the label that you configured for the Pickup softkey displays on other phones in the network. You can then press the "Pickup" softkey, followed by the applicable value to pickup the call on another phone in your network.

2. On the 480i, the old softkey labeled "Pickup" has been renamed to "Answer". This softkey uses the old functionality - when you pickup the handset, you see a softkey labeled "Answer". You can then press this key to pick up an incoming call. Do no confuse this feature with the new Park/ Pickup configuration feature.

You configure a Park and Pickup programmable softkey using the Aastra Web UI.

Programmable Configuration Using the Aastra Web UI

On the 480i, you configure a Park and/or Pickup key at **Operation->Softkeys and XML**. You enter a key label, and value for a specific line on the phone. The default state of the Park configuration is "**connected**". The default state of the Pickup configuration is "**idle, outgoing**".

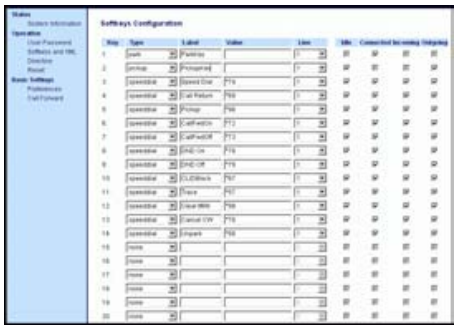
Note: Applicable softkey values depend on the server in your network (Asterisk, BroadWorks, Sylantro, ININ PBX. See the table "Park/Pickup Call Server Configuration Values" on page 24.

Configuring Park/Pickup Using Programmable Configuration

Use the following procedures to configure the Park/Pickup call feature using the programmable configuration method.

Aastra Web UI

1. Click on **Operation-> Softkeys and XML**.



2. Pick a softkey to configure for Parking a call.
3. In the "**Type**" field, select **Park**.
4. In the "**Label**" field, enter a label for the Park softkey.
5. In the "**Value**" field, enter the approriate value based on the server in your network.

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Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 24.

6. In the "**Line**" field, select a line for which to apply the Park configuration.
7. Pick a softkey to configure for Picking up a call.
8. In the "**Label**" field, enter a label for the Pickup softkey.
9. In the "**Value**" field, enter the approriate value based on the server in your network.

Note: For values to enter in this field, see the table "Park/Pickup Call Server Configuration Values" on page 24.

10. Click Save Settings to save your changes.
11. Click on **Operation->Reset**.
12. In the "**Restart Phone**" field click Restart to restart the IP phone.

Using the Park Call/Pickup Parked Call Feature

Use the following procedure on the IP phones to park a call and pick up a parked call.

Park a Call

1. While on a live call, press the "**Park**" softkey.
2. Perform the following for your specific server:

For Asterisk Server
- Server announces the extension number where the call has been parked. Once the call is parked, press the Goodbye key to complete parking.
For BroadWorks Server
- After you hear the greeting from the CallPark server, enter the extension where you want to park the call.
For Sylnatro Server
- Enter the extension number where you want to park the call, followed by "**#**" key.
For ININ Server
- Enter the extension number where you want to park the call, followed by "**#**" key.

   If the call is parked successfully, the response is either a greeting voice confirming that the call was parked, or a hang up occurs. The parked call party will get music on hold.
3. If the call fails, you can pick up the call (using the next procedure) and press the "**Park**" softkey again to retry step 2.

Pickup a Parked Call

1. Pick up the handset on the phone.
2. Enter the extension number where the call was parked.
3. Press the "**Pickup**" softkey. If the call pick up is successful, you are connected with the parked call.

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Additional Features

Star Codes

All of the main call handling and extension management features for your system can be set up as speed dials on softkeys on your phone. Contact your system administrator for more information.

If these have not been set up, you can dial any star code commands on the 480i phone the same way you would on a regular telephone.

Services

The services key on the 480i accesses enhanced features and services provided by third parties. Using the "Services" key, you can:

- Select customized (XML) features
- Utilize a Caller List
- Utilize a Directory
- Utilize Voicemail

These customized services are created by your system administrator.

XML services are created and provided by your application developer through the diverse web based language of XML. Availability of these services depends on your phone system or service provider.

XML Services

The Customized Features option on the Services menu allows you to select applications created by your system administrator, such as weather and traffic reports, contact information, company info, stock quotes, or custom call scripts.

You can also change the title of this option from "Customized Features" to a title of your choosing (via the Aastra Web UI at **Operation->Softkeys and XML ->Services** using the parameter, "**XML Application Title**".)

Reference

For more information about XML services, see "Softkeys for Accessing XML Services" on page 12 or contact your system administrator.

Accessing XML Services

Use the following procedure to access your customized XML services.

IP Phone UI

1. Press Services on the phone to display the **Services** menu. Select "**Custom Features**", or select the name you specified for your XML services.
2. Use the ▲ and ▼ to scroll through the line items in a menu-driven and directory "**Custom Features**" screen. Message services display to the screen after selecting the "**Custom Features**" option. For user input services, follow the prompts as appropriate.
3. To exit from the "**Customized Features**" screen, press **Exit**.

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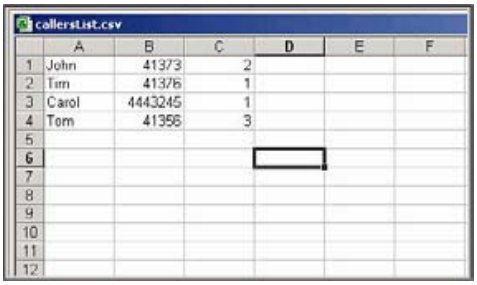
Callers List

The IP phone has a "Callers List" feature that store the name, phone number, and incremental calls, for each call received by the phone.

You can view, scroll, and delete line items in the Callers List from the IP phone UI. You can also directly dial from a displayed line item in the Callers List. You can download the Callers List to your PC for viewing using the Aastra Web UI.

When you download the Callers List, the phone stores the *callerlist.csv* file to your computer in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Callers List in a spreadsheet application.



The file displays the name, phone number, and the line that the call came in on.

Using the Callers List

Use the following procedure to use the Callers List.

IP Phone UI

1. Press Services on the phone to display the **Services** menu.
   or
   Press the ▼ key to enter the Callers List directly. (skip to step 3)
2. From the **Services** menu, select "**Callers List**".
3. Use the ▲ and ▼ to scroll through the line items in the Callers List.

Note: To the left of a line item, a ☎ icon displays with the handset ON or OFF the receiver. The ON receiver indicates the call came in as a missed call. The OFF receiver indicates the call came in and was answered.

4. To delete all entries in the Callers list, press the ◀ **Delete** softkey at the "Callers List" header.

   To delete a line item from the Callers List, select the line item you want to delete and press the ◀ **Delete** softkey.
5. To cancel a delete function, press the ▲ or the ▼ **Scroll** keys.
6. To save a line item to a programmable key for speeddialing, press the ◀ **Save** softkey and enter the line number at the "Save to?" prompt that is already configured for speeddialing at a softkey.
7. To dial a displayed entry from the Callers List, pick up the handset, press the 🔊/🎧 handsfree key, or press a line key.
8. To exit the Callers List, press the Services key.

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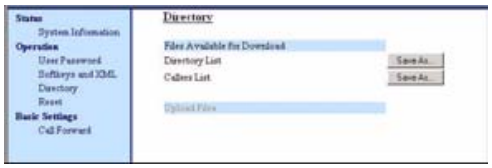
Downloading the Callers List

Use the following procedure to download the Callers List using the Aastra Web UI.

Aastra Web UI

1. Click on **Operation->Directory**.



2. In the Callers List field, click on Save As... .
   A File Download message displays.
3. Click **OK**.
4. Enter the location on your computer where you want to download the Callers List and click **SAVE**. The *callerslist.csv* file downloads to your computer.
5. Use a spreadsheet application to open and view the Callers List.

Missed Calls Indicator

The IP phone has a "missed calls" indicator that increments the number of missed calls to the phone. This feature is accessible from the IP phone UI only.

The number of calls that have not been answered increment on the phone's idle screen as "**<number> New Calls".** As the number of unanswered calls increment, the phone numbers associated with the calls are stored in the Callers List. The user can access the Callers List and clear the call from the list. Once the user accesses the Callers List, the "<number> New Calls" on the idle screen is cleared.

Accessing and Clearing Missed Calls

Use the following procedure to access and clear missed calls from the Callers List. Once you display the Callers List, the "<number> New Calls" indicator clears.*:*

IP Phone UI

1. Press Services on the phone to display the **Services** menu.
   or
   Press the ▼ key to enter the Callers List directly. (skip to step 3)
2. From the **Services** menu, select "**Callers List**".
3. Use the ▲ and ▼ to scroll through the line items in the Callers List to find the line items that have the ☎ icon with the receiver ON. These are the missed calls to the phone.
4. To clear a line item from the Callers List, select the line item you want to delete and press the **Clear** softkey.
   The line item is deleted from the Callers List.

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Directory List

The IP phones have a "**Directory List**" feature that allows you to store frequently used numbers on the phone. You can also dial directly from a directory entry.

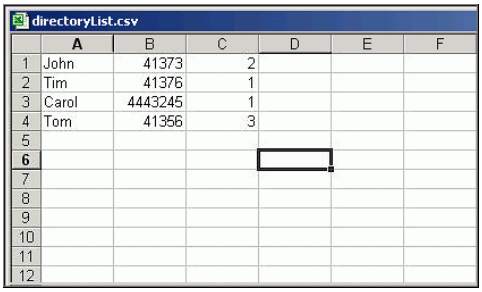
The Directory feature also includes a quick-search feature that allows you to enter the first letter that corresponds to a name in the Directory to find specific line items. The phone displays the first name with this letter.

Note: The quick-search feature in the Directory List works only when the Directory is first accessed.

You can view, add, change, and delete entries to/from the Directory List using the IP phone UI. You can also directly dial a number from the Directory List.

You can download the Directory List to your PC via the Aastra Web UI. The phone stores the *directorylist.csv* file to your PC in comma-separated value (CSV) format.

You can use any spreadsheet application to open the file for viewing. The following is an example of a Directory List in a spreadsheet application.


directoryList.csv

	A	B	C	D	E	F
1	John	41373	2			
2	Tim	41376	1			
3	Carol	4443245	1			
4	Tom	41356	3			
5						
6						
7						
8						
9						
10						
11						
12						

The file displays the name, phone number, and line number for each Directory entry.

Server to IP Phone Download

Your system administrator can populate your IP phone Directory List with server directory files. Contact your system administrator for more details.

Directory List Limitations

The following table indicates the maximum characters for each line and field in the Directory List.

Directory List Limitations	
Maximum length of a line	255 characters
Maximum length of a name	15 characters
Maximum length of a URI	45 characters
Maximum number directory entries in the NVRAM	200 entries
Maximum number directory entries in the NVRAM with the "public" attribute (480i CT only)	50 entries

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Using the Directory List

Use the following procedures to access the Directory List.

IP Phone UI

1. Press Services on the phone to display the **Services** menu.
   or
   Press the ▲ key to enter the Directory List directly. (skip to step 3)
2. From the **Services** menu, select "**Directory List**".
3. Use the ▲ and ▼ to scroll through the line items in the Directory List.
4. To delete all entries in the Directory list, press the **DeleteList** softkey at the "Directory List" header.

   To delete a line item from the Directory List, select the line item you want to delete and press the **Delete** softkey.
5. To cancel a delete function, press the ▲ or the ▼ **Scroll** keys.
6. To add a new entry to the list, press the **Add New** softkey at the "Directory List" header screen and perform step 7.
   or
   Press the **Add New** softkey at a line item and perform step 7.
7. Enter a phone number, name, and line number and press the ◀ **Save** softkey after each field entry.

Note: The 480i allows up to 200 directory entries.

8. To edit an entry, use the **Change** softkey. A screen displays allowing you to edit the name, phone number, and line number, as well as the public/ private setting.
9. To dial a displayed entry from the Directory List, pick up the handset, press the handsfree key, or press the **Dial** softkey.
10. To exit the Directory List, press the **Quit** softkey.

Voicemail

The Voicemail feature on the 480i IP phone allows you to use a line, configured with a phone number for dialing out, to connect to a voicemail server.

For each assigned Voicemail number, there can be a minimum of 0 or a maximum of 1 Voicemail access phone number.

The Voicemail list displays a list of phone numbers assigned to the 480i that have registered voicemail accounts associated with them.

Note: The Voicemail list does not display the voicemail access number.

The phone displays up to 99 voicemails for an account even if the number of voicemails exceeds the limit.

Registered account numbers/URIs that exceed the length of the screen, either with or without the voicemail icon and the message count, are truncated with an ellipse character at the end of the number/URI string.

The end of the Voicemail list displays the number of new voicemail messages (if any exist).

Contact your system administrator for lines configured for Voicemail.

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Using Voicemail

IP Phone UI

1. Press Services on the phone to display the **Services** menu.
2. Select "**Voicemail**".
3. Use the ▲ and ▼ to scroll through the line items in the Voicemail list.
4. When you have selected a line item, press the handsfree key, ▶ **Scroll Right** key, or press a line softkey to make an outgoing call using the voicemail access phone number associated with the line for which the voicemail account is registered.

   From a selected item in the Voicemail list, you can also lift the handset (go offhook) to make an outgoing call using the voicemail access phone number.

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Suppressing DTMF Playback

A feature on the IP phones allows you to enable or disable the suppression of DTMF playback when a number is dialed from the softkeys.

When suppression of DTMF playback is disabled, and you press a softkey, the IP phone dials the stored number and displays each digit as dialed in the LCD window.

When the suppression of DTMF playback is enabled, the IP phone dials the stored number and displays the entire number immediately in the LCD window, allowing the call to be dialed faster.

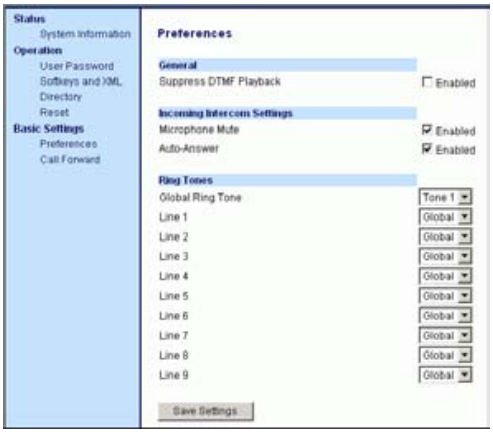
DTMF playback suppression is disabled by default. Suppressing DTMF playback can be configured using the Aastra Web UI.

Configuring Suppression of DTMF Playback

Use the following procedure to configure suppression of DTMF playback.

Aastra Web UI

1. Click on **Basic Settings-> Preferences**.



2. Go to the "**General**" section.
3. Enable the "**Suppress DTMF Playback**" field by checking the check box. (Disable this field by unchecking the box). Default is disabled.
4. Click Save Settings to save your settings. These changes are not dynamic. You must restart your IP phone for the changes to take affect.
5. Click on **Operation->Reset**.
6. In the "**Restart Phone**" field click Restart to restart the IP phone and apply the changes.

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Ring Tones and Tone Sets

You can configure ring tones and ring tone sets on the IP phones.

Ring Tones

There are several distinct ring tones a user can select from to set on the IP phones. You can enable/ disable these ring tones on a global basis or on a per-line basis.

The following table identifies the valid settings and default values for each type of configuration method.

Ring Tone Settings Table

Configuration Method	Valid Values	Default Value
IP Phone UI	Global: Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Global: Tone 1
Aastra Web UI	Global: Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent Per-Line: Global Tone 1 Tone 2 Tone 3 Tone 4 Tone 5 Silent	Global: Tone 1 Per-Line: Global

Ring Tone Sets

In addition to ring tones, you can configure ring tone sets on a global-basis on the IP phone. Ring tone sets consist of tones customized for a specific country. The ring tone sets you can configure on the IP phones are:

- **US** (Default - also used in Canada)
- **United Kingdom**
- **Italy**
- **Germany**
- **France**
- **Europe** (generic tones)
- **Australia**

When you configure the country's tone set, the country-specific tone is heard on the phone for the following:

- dial tone
- secondary dial tone
- ring tone
- busy tone
- congestion tones
- call waiting tone
- ring cadence pattern

You configure ring tones and tone sets using the Aastra Web UI and the IP Phone UI. However, when using the IP phone UI, you can set global configuration only.

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Configuring Ring Tones and Tone Sets

Use the following procedures to configure ring tones and tone sets on the IP phone.

IP Phone UI

(global configuration only)

1. Press ⏶ on the phone to enter the Options List.
2. Select **Tones**.
3. Select **Set Ring Tone**.
4. Select the type of ring tone (**Tone 1** through **Tone 5**, or **Silent**).
5. Select **Set** and then select **Next**.
6. Select **Tone Set**.
7. Select the country for which you want to apply the tone set. Valid values are **Australia, Europe, France, Germany, Italy, UK**, and **US**. Default is **US**.
8. Select **Set**.
   The ring tone and tone set you select is immediately applied to the IP phone.

Aastra Web UI

1. Click on **Basic Settings-> Preferences**.

For global configuration:

2. In the "**Ring Tones**" section, select a country from the "**Tone Set**" field.
3. Select a value from the "**Global Ring Tone**" field.

Note: See the Ring Tone Settings Table on page 34 for valid values.

For per-line configuration:

4. In the "**Ring Tone**" section, select a line for which you want to set ring tone.
5. Select a value from the "**LineN**" field.

Note: See the Ring Tone Settings Table on page 34 for valid values.

6. Click Save Settings to save your settings. These changes are not dynamic. You must restart your IP phone for the changes to take affect.
7. Click on **Operation->Reset**.
8. In the "**Restart Phone**" field click Restart to restart the IP phone and apply the ring tone.

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Stuttered Dial Tone

You can enable or disable the playing of a stuttered dial tone when there is a message waiting on the IP phone.

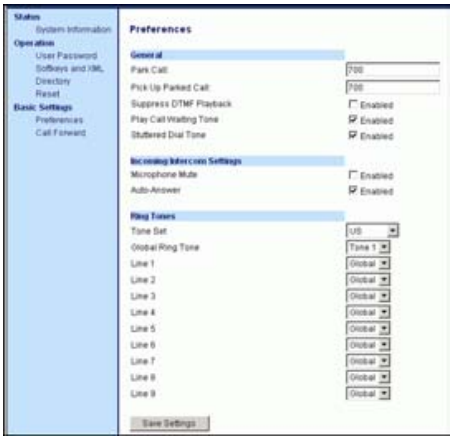
You can configure this feature using the Aastra Web UI.

Configuring Stuttered Dial Tone

Use the folllowing procedures to configure stuttered dial tone on the IP phones.

Aastra Web UI

1. Click on **Basic Settings-> Preferences->General**.



2. Stuttered dial tone is enabled by default. If required, disable the "**Stuttered Dial Tone**" field by unchecking the check box.
3. Click Save Settings to save your settings.
4. Click on **Operation->Reset**.
5. In the "**Restart Phone**" field click Restart to restart the IP phone.

Call Waiting Tone

You can enable or disable the playing of a call waiting tone when a caller is on an active call and a new call comes into the phone.

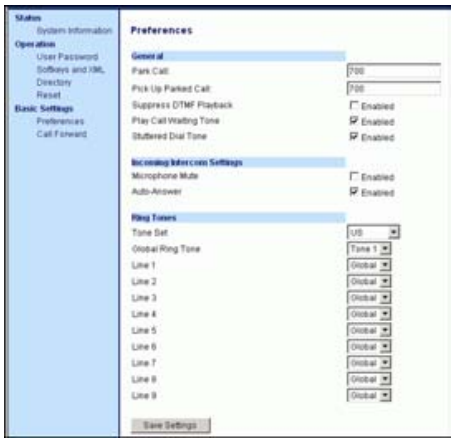
You can configure this feature using the Aastra Web UI.

Configuring Call Waiting Tone

Use the folllowing procedures to configure a call waiting tone on the IP phones.

Aastra Web UI

1. Click on **Basic Settings-> Preferences->General**.



2. A call waiting tone is enabled by default. If required, disable the "**Play Call Waiting Tone**" field by unchecking the check box.
3. Click Save Settings to save your settings.
4. Click on **Operation->Reset**.
5. In the "**Restart Phone**" field click Restart to restart the IP phone.

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Language

Using the IP phone UI, you can set the phones to use a specific language to display.

When you set the language to use on the phone, all of the display screens (menus, services, options, etc.) display in that language. Valid languages for the IP phones include English, French, Spanish, German, and Italian. Default is English.

Setting Language

You set the language on the IP phone using the **Options** key on the IP phone. Use the following procedures to configure the language for the IP phone.

IP Phone UI

1. Press ⏢ on the phone to enter the Options List.
2. Select **Language**.
3. Select **In English** (English), **En francais** (French), **En espanol** (Spanish), **In Deutsch** (German), or **In italiano** (Italian).
4. On the 480, select **Done**. The language you select is immediately applied to the IP phone UI display.

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Troubleshooting Solutions

Why is my display blank?

Ensure that power is being provided to your phone. If your network does not provide inline power over Ethernet, you can obtain an additional accessory, the Aastra PoE (Power over Ethernet) inline power supply, to provide power over Ethernet locally to your phone. See the section "**Connecting to the Network and to Power**" in the *Aastra 480i Installation Guide* for details.

Why is my speakerphone not working?

If you press the / button and the speaker light flashes and you do not hear dial tone through the speaker phone, the Set Audio option in the phone's Options list has been set up for headset use. Press / a second time and if the light goes out, the phone has been set up to be used only with a headset or handset. If the light stays on steady and you hear dial tone, the phone has been set up so that you can alternate between the speakerphone and the headset by pressing / . See the section "**Customizing your phone**" in the *480i Installation Guide* for instructions on how to change the Set Audio option.

Why can't I get a dial tone?

Check for any loose connections and that the phone has been installed properly. For installation instructions, please refer to the "**Installation and Setup**" section in the *Aastra 480i Installation Guide* provided with your phone.

Why doesn't my phone ring?

Check the ring volume on your phone. It may be turned down or turned off. To adjust the ringer volume setting, press the volume button when the phone is on-hook and idle. For more information, refer to the "**Adjusting Volume section**" in the *Aastra 480i Installation Guide* provided with your phone.

Why is the light not coming on with a new Voice Mail Message?

Your phone system or service provider must provide "Visual" Message Waiting service for this function to work. Check with your system administrator for more information.

Why is my handset not working?

Check to ensure that the handset cord is fully connected to both the phone and handset. See the section "**Connecting a Handset or Headset**" in the *Aastra 480i Installation Guide* for information.

What are services, and how do I use them?

Services on the IP phone include:

- Customized features (XML features)
- Callers List
- Directory List
- Voicemail

See the section, "Services" on page 27 more information about the options available under "Services".

How do I find the IP address of my phone?

Instructions on where to find the IP address of your phone can be found in this guide in the section, "Finding Your Phone's IP Address" on page 5.

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How do I change my User Password?

You can change the user password from the IP phone UI or the Aastra Web UI.

IP Phone UI

1. Press ⏏ on the phone to enter the Options List.
2. Select **User Password**.
3. Enter the current user password.
4. Enter the new user password.
5. Re-enter the new user password.
6. Press **Enter** to save the new password. A message, "Password Changed" displays on the screen.

Aastra Web UI

1. Click on **Operation->User Password**.

2. In the "**Current Password**" field, enter the current user password.

Note: By default, the user name is "user" (all lowercase) and the password field is left blank. If you have forgotten your password, contact your system administrator for assistance.

3. In the "**New Password**" field, enter the new user password.
4. In the "Confirm Password" field, enter the new user password again.
5. Click Save Settings to save your changes.

For information on how to access the Aastra Web UI, go to the section "Aastra Web UI" on page 5. Administrators should refer to the *Aastra SIP 480i/480i CT/9112i/9133i IP Phone Administration Guide*. for details.

Why does my phone display "Bad Encrypted Config"?

The IP phone displays "Bad Encrypted Config" because encrypted configuration files are enabled but the decryption process has failed.

Report this error to your system administrator.

Why does my phone display the "No Service" message?

The phone displays the "**No Service**" message if the SIP settings have not been set up correctly.

Contact your system adminstrator for more information.

How do I restart the IP phone?

IP Phone UI

1. Press ⏏ on the phone to enter the Options List.
2. Select **Phone Status**.
3. Select **Restart Phone**.
4. Press **Restart** to restart the phone.

Note: To cancel without restarting the phone, press **Cancel.**

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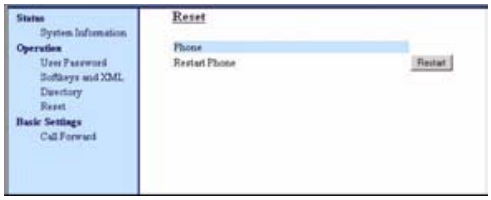
:

Aastra Web UI

1. Click on **Operation->Reset**.



2. Click Restart.
3. Click **OK** at the confirmation prompt.

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Limited Warranty

Aastra Telecom warrants this product against defects and malfunctions during a one (1) year period from the date of original purchase. If there is a defect or malfunction, Aastra Telecom shall, at its option, and as the exclusive remedy, either repair or replace the telephone set at no charge, if returned within the warranty period.

If replacement parts are used in making repairs, these parts may be refurbished, or may contain refurbished materials.
If it is necessary to replace the telephone set, it may be replaced with a refurbished telephone of the same design and color. If it should become necessary to repair or replace a defective or malfunctioning telephone set under this warranty, the provisions of this warranty shall apply to the repaired or replaced telephone set until the expiration of ninety (90) days from the date of pick up, or the date of shipment to you, of the repaired or replacement set, or until the end of the original warranty period, whichever is later. Proof of the original purchase date is to be provided with all telephone sets returned for warranty repairs.

Exclusions

Aastra Telecom does not warrant its telephone sets to be compatible with the equipment of any particular telephone company. This warranty does not extend to damage to products resulting from improper installation or operation, alteration, accident, neglect, abuse, misuse, fire or natural causes such as storms or floods, after the telephone is in your possession.

Aastra Telecom shall not be liable for any incidental or consequential damages, including, but not limited to, loss, damage or expense directly or indirectly arising from the customers use of or inability to use this telephone, either separately or in combination with other equipment. This paragraph, however, shall not apply to consequential damages for injury to the person in the case of telephones used or bought for use primarily for personal, family or household purposes.

This warranty sets forth the entire liability and obligations of Aastra Telecom with respect to breach of warranty, and the warranties set forth or limited herein are the sole warranties and are in lieu of all other warranties, expressed or implied, including warranties or fitness for particular purpose and merchantability.

Warranty Repair Services

Should the set fail during the warranty period;

In North America, please call 1-800-574-1611 for further information.

Outside North America, contact your sales representative for return instructions.

You will be responsible for shipping charges, if any. When you return this telephone for warranty service, you must present proof of purchase.

After Warranty Service

Aastra Telecom offers ongoing repair and support for this product. This service provides repair or replacement of your Aastra Telecom product, at Aastra Telecom's option, for a fixed charge. You are responsible for all

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shipping charges. For further information and shipping instructions;

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If you've read this owner's manual and consulted the Troubleshooting section and still have problems, please visit our website at www.aastra.com or call 1-800-574-1611 for technical assistance.

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